

Voice of the Customer Info Sheet

What is the Voice of the Customer (VOC)?

The Voice of the Customer is a subcommittee formed under the U.S. Office of Personnel's Management e-Training Advisory Council (eTAC). Voice of the Customer members consist of training officers, human resource development persons, and persons responsible for e-learning in Federal agencies. Members of the Voice of the Customer are users (or potential users) of e-Training Initiative Service Provider sponsored learning systems. As a subcommittee of eTAC, the Voice of the Customer will provide guidance, input, and standards for Service Providers and e-Learning systems that are in development governmentwide.

What is a Voice of the Customer Meeting?

A Voice of the Customer meeting is an interactive forum for government professionals to share knowledge, best practices and information on e-learning with peers across the Federal Government. The meetings provide a venue for customers of e-Training Initiative systems to interact with the approved Federal Service Providers, the e-Training Initiative Project Manager, and fellow customers.

Who should attend a Voice of the Customer Meeting?

Federal employees who are responsible for an agency's e-learning program or who subject matter experts in the learning, training or competency fields and are interested in the e-Training Initiative and an e-Training Initiative sponsored learning management system should attend a Voice of the Customer meeting.

Why attend the Voice of the Customer Meetings?

Not only does attending the Voice of the Customer Meetings give agency customers of the e-Training Initiative systems a voice with the service providers, vendors, and e-Training Advisory Committee; attending the meetings gives stakeholders the opportunity to share lessons learned from other agencies, learn the latest industry trends, as well as provide input to the e-Training Initiative Project Manager as to Industry and Government best practices, technologies, and services needed to make the Gov Online Learning Center a valuable governmentwide portal.

When are the meetings held?

Voice of the Customer meetings are held bi-monthly on the fourth Thursday. You can email Angela.GrahamHumes@opm.gov to have your email added to the meeting announcement list. The meetings are generally held from 1:30 PM – 3:00 PM, EST.

Where are the meetings held?

Voice of the Customer meetings are held at the Office of Personnel Management (OPM) Headquarters in Washington, DC. Teleconferencing is available. Occasionally, a Voice of the Customer meeting is hosted by an agency member of the Voice of the Customer.

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How can my agency get on the Voice of the Customer Email List?

To be added to the Voice of the Customer email list, please send your email address to Angela.GrahamHumes@opm.gov. You will be added to the next mailing.

Please note that meeting notes from previous Voice of the Customer Meetings are posted on the Community of Practice Tool: <http://et.golearn.gov>. If you do not have an ID/password, please email Clint Sidwell at Clint.Sidwell@opm.gov.

If you have additional questions about the Voice of the Customer meetings or if you would like to suggest a topic for the “Best Practice” portion of the VoC agenda, please contact Angela Graham-Humes at 202-606-2430.

Remember to bring a friend!